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Attorney Docket No.: 27996-133

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.  
Serial No.: 09/745,305 Group Art Unit: 2642  
Filed: December 21, 2000 Confirmation No: 2060  
Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION  
WITH CUSTOMER SERVICE AGENTS**

**MAIL STOP APPEAL BRIEF - PATENTS**

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**NOTICE OF APPEAL**

Pursuant to 37 C.F.R. § 1.191, Applicant hereby appeals to the Board of Patent Appeals and Interferences from the Final Office Action mailed May 2, 2008, finally rejecting the claims in the above-identified application. The fee of \$510.00 set forth in the 37 C.F.R. § 41.20(b)(1), is enclosed.

The Director is authorized to charge any additional fees that may be due, or credit any overpayment of same, to Deposit Account No. **50-0311**, Ref. No. **27996-133**, Customer No. **35437**. A duplicate copy of this Notice is enclosed.

Respectfully submitted,

Dated: September 2, 2008

Boris A. Matvenko, Reg. No. 48,165  
Attorneys for Applicants  
Mintz Levin Cohn Ferris Glovsky & Popeo,  
P.C.  
The Chrysler Center, 666 3<sup>rd</sup> Ave., 24<sup>th</sup> Fl.  
New York, New York 10017  
Tel: (212) 935-3000; Fax: (212) 983-3115

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